

Shawn Ayotte

I.T. Consultant

Ayotte Consulting

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Profile

I.T. Consultant offers 15 years of I.T. experience in the non-profit, NGO and business sectors, including 11 years in full cycle I.T. management • Specializes in evaluating I.T. effectiveness and managing technology roll-outs, with significant gains in cost-savings, efficiency and performance • Expertise in I.T. strategic planning, I.T. procurement, I.T. project management, technology roll-outs, Cloud integration, threat management and process improvement • Strong network of partners and service providers • Talent for bridging communication between technical and non-technical groups

Proven success improving I.T. security, costs, reliability, functionality & usability

Technical

Server Operating Systems

- Windows Server NT-2012
- Ubuntu Server
- Redhat Enterprise Server
- VMWare ESXi

Cloud Services

- Office 365
- Google Apps
- Sharepoint Online
- eTapestry
- Amazon AWS

Client Desktops

- Windows NT-10
- Ubuntu
- Mint
- OSX Snow Leopard

Server Software

- Microsoft Active Directory
- Microsoft DNS
- Microsoft DHCP
- Microsoft DFS
- Microsoft Hyper-V
- Microsoft Exchange
- Microsoft SQL Server
- Microsoft Remote Desktop Server
- Microsoft Terminal Server
- ACCPAC
- @Ease
- Raisers Edge
- MySQL Server
- Spiceworks
- Entrypass

Networking

- SonicWall
- PF Sense
- OpenBSD

Security

- Bacula
- Symantec Corporate AV
- OSSec
- Snort
- Spamd

Web Services

- Concrete5 CMS
- Wordpress
- Pingdom

Areas of Expertise

I.T. MANAGEMENT

- I.T. Strategic Planning
- I.T. Effectiveness Evaluation
- Future Planning
- Capacity Building
- Architecture Design
- Process Streamlining
- Cost Reduction
- I.T. Risk Management
- Team Management
- Training & Coaching
- I.T. Budgeting/Forecasting

I.T. PROJECT MANAGEMENT

- Project Planning/Management
- Third Party Management
- Client Liaison
- Change/Scope Management
- End User Training

TYPES OF PROJECTS

- Cloud Integration
- Network/Client/Server Rollouts
- I.T. Amalgamations
- Virtualization
- VoIP/Smartphone Rollouts

PROCUREMENT

- I.T. Procurement
- Vendor Evaluation
- Contract Negotiation
- Relationship Management

I.T. ADMINISTRATION

- Network/Server/System Administration
- Technical Support
- Threat Management
- Incident Reduction
- Root Cause Analysis

Career History

Senior I.T. Consultant **Ayotte Consulting**, Edmonton, AB 2014 – Present
Consult with non-profit organizations and small businesses to evaluate and revamp existing information technology to improve security, costs, reliability, functionality and usability.

- Assess and optimize clients' existing I.T. environment.
- Identify clients' current and future needs, and develop I.T. strategic plans to support growth.
- Research, source and procure affordable technology and service plans, using our network of partners, industry contacts and community foundations to access discounts, subsidies and free technology for PC/server maintenance, help desk services, monitoring, backups, antivirus, etc.
- Design and manage the implementation of customized I.T. solutions that maximize efficiency, cost savings, performance and user enjoyment.
- Ensure projects are implemented on schedule, on budget and with minimal client disruption.
- Advise clients on streamlining their processes to increase efficiency and reduce work.
- Liaise between clients, vendors and I.T. service providers to ensure clients' needs are met.

Selected Clients:

- **Cornerstone Counselling:** Created an online portal for donations and gala ticket purchases.
- **Clean Scene Network for Youth:** Conducted initial evaluation of existing network, and assisted with migration of data, email and website to new vendors.
- Athabasca University Alumni Association: Managed a data migration project.

I.T. Manager **Boys & Girls Clubs Big Brothers Big Sisters of Edmonton** 2003 – 2014
Managed information technology for a not-for-profit organization with 18 locations and 120 users.

- Developed I.T. strategic plans to meet the organization's short-term and long-term technology needs, and ensured alignment with overall strategic directions, ITIL, FOIP and PIPEDA standards.
- Designed, planned and mapped I.T. architecture.
- Researched, identified, purchased and managed the implementation of I.T. solutions.
- Simplified server structure and user management, and phased out inefficient technology.
- Secured grants, subsidies and technology donations, and refurbished donated equipment.
- Trained and supported users on system operation.
- Provided 24/7 I.T. support to all sites, using excellent troubleshooting and customer service skills to quickly resolve issues with little to no disruption to business operations or end users.
- Managed cloud integrations, data/system security, desktop support, network administration, email/telephone/VoIP systems support, database administration and performance monitoring.
- Served as the Building Security Manager: implemented and maintained security cameras and alarm system in 8 locations, and responded to building alarm calls 24/7.

Major Projects

- **Major Technology Upgrade (2004-2005):** *Secured a \$120,000 grant* from the Bill & Melinda Gates Foundation. Used funds to install a VPN, new software and 11 new servers. This gave all users across all 18 locations access to centralized email, file storage and system backups, as well as significantly improving speed, security and file collaboration, with near 100% system uptime.
- **Server Virtualization (2005):** Designed and built infrastructure to virtualize 12 servers on 2 virtual hosts using VMware 1.0 Server. This allowed for considerable reduction in server downtime and maintenance.
- **Virtualization Upgrades (2008):** Created VMware ESXi 3.5i high availability server infrastructure using 2 ESXi front-end servers and 2 Ubuntu 8.04LTS iSCSI back end servers mirrored using DRBD. Administrated and monitored servers using VMware Infrastructure Client.

- **Company Extranet/Website** (2006-2011): Created and maintained a LAMP server and created a company extranet to offer resources to apx 120 staff in 18 locations. Resources included a calendar of events, expense and travel claims, notes, service alerts, and knowledge base. Site was integrated with LDAP on Active Directory to allow for single sign on capabilities.
- **“Yogathon” Website** (2007): Created a database driven, Paypal enabled web portal to support a Yogathon fundraising event. It enabled contributors to create a profile that sponsors could view and sponsor their favorite person. Done in PHP with MySQL.
- **Timesheet Database** (2009-2011): Oversaw the creation of timesheet submission and payroll processing database, with web portal, including 4 levels of workflow, expense and mileage tracking, and import modules for Ceridian payroll system. Created in PHP and MySQL and connected to Active Directory LDAP for single sign on. Operated in Project Manager capacity for this project.
- **VoIP & Smartphone Rollouts** (2009): Improved internal communication and **saved 20%** of monthly telephone costs by implementing a VoIP telecommunication platform with call transfer, find me/follow me and email/voicemail integration capabilities. Later rolled out smartphones.
- **I.T. Amalgamation** (2011): **Saved \$90,000/year** by integrating I.T. departments, systems and data to a single I.T. platform, following the merger of 2 non-profit agencies. Developed I.T. policies, procedures, training materials and I.T. strategic plan, and renegotiated contracts.
- **Incident Reduction**: Created and implemented an ITIL- and Lean-focused Continuous Quality Improvement plan that resulted in **92% fewer help desk incidents** and faster incident resolution.
- **Cloud Integration** (2011): **Saved \$80,000/year** by implementing cloud-based technologies.
- **Move to Hyper-V** (2012): Due to cloud integration project and incident reduction measures server resources were reduced, reducing the need for large virtualization infrastructure. Servers were upgraded as per product cycle policy and relevant VMs were move to Microsoft Hyper-V under Windows 2008 server.
- **Building Renovation** (2013): Oversaw recabling of I.T. network for a major facility renovation.
- **I.T. Management Restructuring** (2014): **Saved an additional \$120,000/year** by outsourcing incident management and automating or delegating all other I.T. functions to internal staff, was able to see further savings in technology and salary.

Tier 2 Support Representative **Convergys**, Edmonton, AB 2000 – 2003

- Set up, trained and supervised a team of 20 specialist agents in troubleshooting complex issues.

Education

Network Security Systems Administration Certificate NAIT 2003

ITIL Foundations Pluralsight 2015

Additional Contributions

NAIT Advisory Committee, Certified Network Administrator Program | **Computer Basics Instructor** for YouCan Canada | Habitat for Humanity Canada Volunteer | Urban Spirits Rotary Club | **Website Developer**, Agape Orphanage (Africa) | Casino Volunteer, Foundation for Families in Transformation